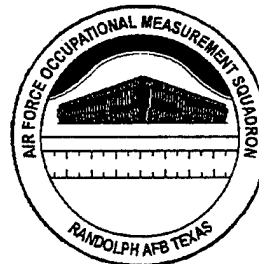




**UNITED STATES
AIR FORCE**



OCCUPATIONAL SURVEY REPORT

**FLIGHT ATTENDANT
SDI 8A000**

OSSN 2341

NOVEMBER 1999

**OCCUPATIONAL ANALYSIS PROGRAM
AIR FORCE OCCUPATIONAL MEASUREMENT SQUADRON
AIR EDUCATION AND TRAINING COMMAND
1550 5TH STREET EAST
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PREFACE

This report presents the results of an Air Force Occupational Survey of Air Force Special Duty Identifier (SDI) 8A000, Flight Attendant. Authority for conducting occupational surveys is contained in AFI 36-2623. Computer products used in this report are available for use by operations and training officials.

The survey instrument was developed by Captain Janelle O'Brien. Computer programming support was provided by Ms. Rebecca Hernandez. Captain David Keller analyzed the data and wrote the final report. This report has been reviewed and approved by Lieutenant Colonel Roger Barnes, Chief, Airman Analysis Section, Occupational Analysis Flight, Air Force Occupational Measurement Squadron (AFOMS).

Copies of this report are distributed to Air Staff sections, major commands, and other interested training and management personnel. Additional copies are available upon request to AFOMS/OMYXI, 1550 5th Street East, Randolph Air Force Base, Texas 78150-4449, or by calling DSN 487-5543. For information on the Air Force occupational survey process or other on-going projects, visit our web site at <http://www.omsq.af.mil>.

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SUMMARY OF RESULTS

1. **Survey Coverage:** The SDI 8A000 career ladder was surveyed to provide current job and task data for use in updating and/or developing career ladder documents and training programs. Survey results are based on responses from 117 Active Duty (AD) respondents, accounting for 70 percent of the total surveyed population.
2. **Specialty Jobs:** This is an extremely homogeneous career ladder, highlighted by the fact that only one specialty job was identified for this study—the “Flight Attendant Job.” This job accounts for 115 of the 117 respondents. Thus, virtually all SDI 8A000 members perform the same core tasks, regardless of seniority or aircraft supported.
3. **Career Ladder Progression:** Survey data clearly show an atypical career ladder progression for SDI 8A000 members. Since there are no traditional skill levels within the SDI 8A000 career ladder, progression was examined via respondents’ respective Time in Career Field (TICF). Minor distinctions between TICF groups appear as members progress in the career field and perform more tasks “over and above” those associated with their primary responsibilities in the Flight Attendant Job. In general, once members demonstrate proficiency in the performance of their primary flight attendant duties, they begin to perform more mission planning tasks. Continued progress is most often accompanied by an increase in training tasks. Finally, senior SDI 8A000 members focus on more managerial, certification, and administration tasks.
4. **Training:** There are no formal resident training programs for members in the SDI 8A000 career ladder (apart from the Enlisted Aircrew Undergraduate Course at Sheppard AFB TX). Most follow-on training is conducted by respective MAJCOM or base OJT programs. Any future Flight Attendant training should incorporate tasks identified in the **TRAINING ANALYSIS** section of this report, specifically those tasks with high Training Emphasis (TE) and Automated Training Indicator (ATI) ratings.
5. **Job Satisfaction:** Job satisfaction indicators are extremely high for SDI 8A000 members across all TICF groups.
6. **Implications:** Career ladder classification documents are supported by survey data. The current SDI 8A000 career ladder structure reflects an overall atypical job progression. Virtually all SDI 8A000 personnel are performing work within the Flight Attendant Job. Data presented in this report should be very beneficial in the development of any future formal training programs. Job satisfaction is extremely high among SDI 8A000 career ladder incumbents across all TICF groups.

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OCCUPATIONAL SURVEY REPORT (OSR)

FLIGHT ATTENDANT (SDI 8A000)

INTRODUCTION

This is an Occupational Survey Report of the Flight Attendant career ladder conducted by the Air Force Occupational Measurement Squadron (AFOMS). Authority for conducting occupational surveys is contained in AFI 36-2623. Computer products used in this report are available for use by operations and training officials.

The current Flight Attendant career ladder was created in November 1993 with the conversion from SDI 99701 to SDI 8A000 under the "whole new classification system." Survey data will be used to identify current utilization patterns among career ladder personnel and evaluate career ladder documents and training programs. The last OSR published for the Flight Attendant career ladder was July 1981.

Background

The AFMAN 36-2108, *Airman Classification*, 31 October 1999 (Specialty Description dated 30 April 1999) for this career ladder is as follows:

- 2.1. Provides for passenger safety during aircraft operations. Demonstrates and maintains proficiency in emergency equipment use, emergency procedures, and egress. Briefs passengers. Responsible for orderly expeditious evacuation of passengers and crew. Provides emergency medical assistance.
- 2.2. Performs preflight, through-flight, and post flight inspections of aircraft emergency, cabin, and galley equipment. Operates aircraft systems and equipment such as electrical, interphone, doors, exits. Responsible for cleanliness of aircraft interior away from home station.
- 2.3. Provides for passenger comfort during aircraft operations. Plans all menus and coordinates meal requirements. Purchases required food stuffs and supplies to serve meals and beverages. Stores and preserves food items. Provides cabin service and monitors passengers in-flight.
- 2.4. Supervises loading and off-loading of aircraft. Validates passenger manifest. Performs passenger and baggage inspections. Supervises loading and unloading of baggage. Applies restraint devices such as straps and nets to prevent shifting during flight. Ensures access to escape exits.

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- 2.5. Prepares and checks forms, records, and documents. Prepares records and documents including cash collection forms. Provides guidance on foreign clearance requirements; such as immunizations, customs, and courtesies, entry and departure procedures, and necessary documentation. Prepares aircraft border clearance forms and assists passengers and crew with individual clearance requirements. Inventories supplies and equipment.
- 2.6. Manages flight attendant activities. Administers qualification flights for flight attendant duties. Discussing findings and recommends corrective action. Coordinates flight attendant activities.

After attending the Enlisted Aircrew Undergraduate Course at Sheppard AFB, TX, entry-level SDI 8A000 members attend no formal SDI-specific follow-on training. As a result, career ladder members primarily learn their job through on-the-job-training (OJT). Therefore, one of the main objectives of this study is to help bring SDI 8A000 training and management personnel in line with other air operations specialties.

Entry into the SDI 8A000 career ladder currently requires an Armed Forces Vocational Aptitude Test Battery (ASVAB) score of Administrative ("A") = 32. A strength factor of "G" (weight lift of 40 lbs) is also required. In addition, entrants are required to meet several mandatory entry requirements, to include (1) physical qualification for aircrew duty as outlined in AFI 48-123, (2) ability to speak distinctly, and (3) prior qualification in any Air Force Specialty Code (AFSC) at the 3-skill level or higher.

SURVEY METHODOLOGY

Inventory Development

The data collection instrument for this occupational survey was USAF Job Inventory (JI) Occupational Survey Study Number (OSSN) 2341, dated August 1998. A tentative task list was prepared after reviewing pertinent career ladder publications and directives, pertinent tasks from the previous survey instrument, and data from the last OSR. The preliminary task list was refined and validated through personal interviews with 16 subject-matter experts (SMEs) at the following training locations and operational installations:

<u>BASE</u>	<u>UNIT VISITED</u>
Offut AFB NE	1 ACCS, 7 ACCS
Andrews AFB MD	89 OG
MacDill AFB FL	91 ARS

The resulting JI contains a comprehensive listing of 351 tasks grouped under 10 duty headings, and a background section requesting such information as grade, base, MAJCOM assigned, job title, aircraft supported, and meal preparation time.

Survey Administration

From September 1998 through February 1999, base training offices at operational units worldwide administered the inventory to eligible SDI 8A000 personnel. Job incumbents were selected from a computer-generated mailing list obtained from personnel data tapes maintained by the Air Force Personnel Center, Randolph AFB TX.

Each individual who completed the inventory first completed an identification and biographical information section and then checked each task performed in his or her current job. After checking all tasks performed, each member then rated each of these tasks on a 9-point scale, showing relative time spent on that task, as compared to all other tasks checked. The ratings ranged from 1 (very small amount time spent) through 5 (about average time spent) to 9 (very large amount time spent).

To determine relative time spent for each task checked by a respondent, all of the incumbent's ratings are assumed to account for 100 percent of his or her time spent on the job and are summed. Each task rating is then divided by the total task ratings and multiplied by 100 to provide a relative percentage of time for each task. This procedure provides a basis for comparing tasks in terms of both percent members performing and average percent time spent.

Survey Sample

Personnel were selected to participate in this survey so as to ensure an accurate representation across major commands (MAJCOM) and military paygrade groups. All eligible SDI 8A000 personnel were mailed survey booklets.

Table 1 reflects the percentage distribution of assigned SDI 8A000 personnel as of June 1998. The 117 respondents in the final sample represent 66 percent of the total assigned personnel and 70 percent of the total surveyed personnel. Table 2 reflects paygrade and MAJCOM distribution for this study.

TABLE 1
COMPONENT REPRESENTATION OF SURVEY SAMPLE

	Active Duty	Air National Guard	AF Reserve Corps	Total
Number Assigned	159	17	N/A	176
Number Eligible	149	17	N/A	166
Number in Sample	117	0	N/A	117

Percent of Assigned	74%	0%	N/A	66%
Percent of Eligible	79%	0%	N/A	70%

TABLE 2
PAYGRADE/COMMAND DISTRIBUTION OF SURVEY SAMPLE

PAYGRADE	PERCENT OF ASSIGNED*	PERCENT OF ELIGIBLE*	PERCENT OF SAMPLE
E-1 - E-3	0	0	0
E-4	14	16	13
E-5	45	43	41
E-6	22	21	29
E-7	16	17	14
E-8	2	2	3
E-9	1	1	-
COMMAND	PERCENT OF ASSIGNED*	PERCENT OF ELIGIBLE*	PERCENT OF SAMPLE
AMC	71	72	75
USAFE	10	10	9
ACC	8	8	9
PACAF	5	6	7
AFSOC	3	1	--
AFMC	2	2	--
OTHER	1	1	--

* As of June 1998

As shown, the paygrade and MAJCOM percentages of SDI 8A000 respondents are very close to the assigned population percentages. This indicates a high probability that survey data are an accurate representation of the actual SDI 8A000 population.

Task Factor Administration

Job descriptions alone do not provide sufficient data for making decisions about career ladder documents or training programs. Task factor information is needed for a complete analysis of the career ladder. To obtain the needed task factor data, selected senior SDI 8A000 personnel (generally E-6 or E-7 craftsmen) also completed a second inventory for either training emphasis (TE) or task difficulty (TD). These inventories were processed separately from the JIs. This information is used in a number of different analyses discussed in more detail within the report.

Training Emphasis (TE): TE is a rating of the amount of emphasis that should be placed on tasks in entry-level training. The 15 senior Non-Commissioned Officers (NCOs) who completed a TE booklet were asked to select tasks they felt require some sort of structured training for entry-level.

These senior NCOs then indicated how much training emphasis these tasks should receive, from 1 (extremely low emphasis) to 9 (extremely high emphasis). Structured training is defined as training provided at resident training schools, field training detachments (FTD), mobile training teams (MTT), formal on-the-job-training (OJT), or any other organized training method.

Interrater agreement for these 15 raters was acceptable. The average TE rating was 3.13, with a standard deviation of 1.63. Any task with a TE rating of 4.76 or above is considered to have high TE.

Task Difficulty (TD): TD is an estimate of the amount of time needed to learn how to do each task satisfactorily. The 21 senior NCOs who completed TD booklets were asked to rate the difficulty of each task using a 9-point scale (extremely low to extremely high).

Interrater reliability for these raters was acceptable. Ratings were standardized so tasks have an average difficulty of 5.00 and a standard deviation of 1.00. Any task with a TD rating of 6.00 or above is considered to be difficult to learn.

When used in conjunction with the primary criterion of percent members performing, TE and TD ratings can provide insight into first-assignment personnel (airmen with 1-48 months in their respective career field) training requirements. Such insights may suggest a need for lengthening or shortening portions of instruction supporting entry-level jobs.

SPECIALTY JOBS

Career Ladder Structure

The first step in the analysis process is to identify the structure of the career ladder in terms of the jobs performed by the respondents. The Comprehensive Occupational Data Analysis Program (CODAP) assists by creating an individual job description for each respondent based on the tasks performed and relative amount of time spent on these tasks. The CODAP automated job clustering program then compares all the individual job descriptions, locates the two descriptions with the most similar tasks and time spent ratings, and combines them to form a composite job description. In successive stages, CODAP either adds new members to this initial group, or forms new groups based on the similarity of tasks and time spent ratings.

The basic group used in the hierarchical clustering process is the Job. When two or more jobs have a substantial degree of similarity, in tasks performed and time spent on tasks, they are grouped together and identified as a Cluster. The structure of the career ladder is then defined in terms of jobs and clusters of jobs.

Overview of Specialty Jobs

Figure 1 illustrates the specialty job structure identified for SDI 8A000 personnel. As can be seen--based on the analysis of tasks performed and the amount of time spent performing each task--only one job was identified within the SDI 8A000 career ladder. This was the "Flight Attendant Job." Of the 117 respondents in this study, 115 of them (98%) were in the Flight Attendant Job (the remaining 2 percent did not group in this job based on their survey responses).

SDI 8A000 CAREER LADDER SPECIALTY JOBS

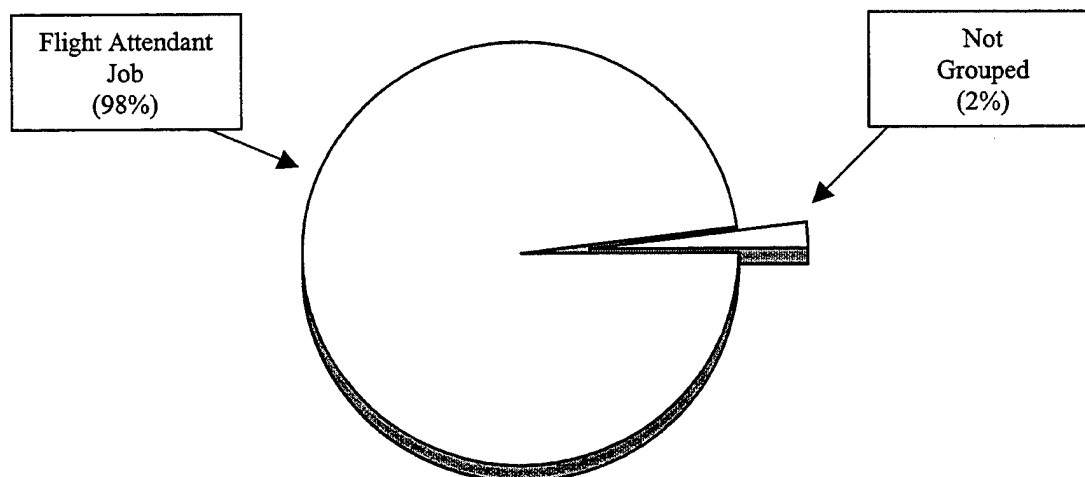


FIGURE 1

Group Description

FLIGHT ATTENDANT JOB

FLIGHT ATTENDANT JOB (ST003). As previously stated, the 115 members of this job comprise 98 percent of the total survey sample. Table 3 shows that 25 percent of their duty time is spent in Duty B (*Performing Meal Activities*). Furthermore, respondents spend comparable amounts of time in Duties F and A (*Performing General In-Flight Passenger Service Activities* and *Performing Mission Planning or Preparation Activities*, respectively). Members in the Flight Attendant Job perform an average of 189 tasks, to include:

- Clean galleys
- Serve beverages, meals, or snacks, other than boxed lunches or bulk issue meals
- Clean aircraft cabins
- Roll silverware
- Clean trays
- Distribute hot or cold towels or boarding drinks
- Operate interior lighting systems
- Upload and store mission items on aircraft
- Separate or sort food for storage, in accordance with itineraries, including dry, refrigerated, or frozen goods
- Upload or download passenger baggage
- Prepare beverages
- Brew coffee, tea, or hot chocolate
- Assist passengers or crew members with customs paperwork
- Maintain ground currency requirements, such as flight physicals, altitude chamber training, immunizations, or intelligence
- Wash or dry dishes
- Perform aircraft preflight inspections
- Secure inflight food preparation, serving, or eating utensils or equipment
- Perform aircraft en route/thruflight inspections
- Secure galleys
- Secure aircraft cabins
- Maintain aircraft cabin discipline
- Clear emergency exits for takeoffs or landings
- Hang coats
- Assist passengers with top-side baggage
- Prepare aircraft cabins

As shown in Table 4, members in this job average 14 years in service, but average only 5 years in the SDI 8A000 career field (52 percent have less than 48 months in the career field). The predominant paygrades for this job are E-5 and E-6.

TABLE 3

RELATIVE PERCENT TIME SPENT ON DUTIES BY SPECIALTY JOBS

<u>DUTIES</u>		Flight Attendant Job (ST003) (N=115)
A	Performing Mission Planning or Preparation Activities	16
B	Performing Meal Activities	25
C	Performing Passenger Activities	13
D	Performing Aircrew Activities	13
E	Performing Standardization and Evaluation (Stan Eval) Activities	1
F	Performing General In-Flight Passenger Service Activities	16
G	Performing Administrative and Technical Order (TO) System Activities	5
H	Performing Management and Supervisory Activities	5
I	Performing Training Activities	3
J	Operating or Maintaining Vehicles, Equipment, or Supplies	3

TABLE 4

SPECIALTY JOB SELECTED BACKGROUND DATA

NUMBER IN GROUP	115
PERCENT OF SAMPLE	98%
PERCENT IN CONUS	76%
PREDOMINANT PAYGRADES	E-5 and E-6
PERCENT SUPERVISING	46%
AVERAGE YEARS IN MILITARY SERVICE	14 years
AVERAGE YEARS IN CAREER FIELD	5 years
PERCENT WITH 1-48 MONTHS IN CAREER FIELD	52%
AVERAGE NUMBER OF TASKS PERFORMED	189

ANALYSIS OF TIME IN CAREER FIELD (TICF) GROUPS FOR THE SDI 8A000 CAREER LADDER

Standard AFOMS analysis procedures normally include an in-depth review of the Duty Air Force Specialty Code (DAFSC) groups for a given specialty. These analyses are an important part of each occupational survey because they help identify any differences in tasks performed between various skill levels. This information may then be used to (1) study how individuals progress through the career ladder, (2) determine appropriate training requirements according to experience levels, and (3) evaluate how well career ladder classification documents, such as the AFMAN 36-2108 *Airman Classification*, and the Career Field Education and Training Plan (CFETP), reflect what career ladder personnel are actually doing in the field.

However, all of the respondents in this survey hold an 8A000 SDI (i.e., there are no skill levels to differentiate personnel), thus eliminating the possibility of this type of analysis. As a result, this section of the OSR will focus on the differences between SDI 8A000 members based on their Time in Career Field (TICF). Using this categorization method, it then becomes possible to study classification and training issues as members progress through the career ladder.

Figure 2 shows the TICF representation for SDI 8A000 members:

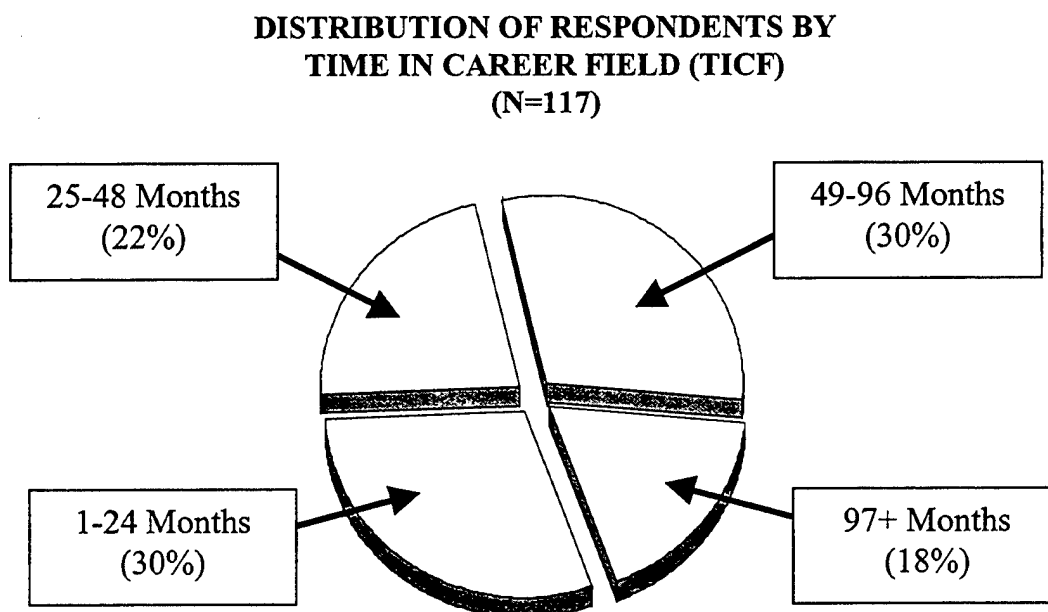


FIGURE 2

Career Ladder Progression

The **JOB STRUCTURE** section of this report very clearly showed that, in terms of the most important tasks performed on the job, there are very few major differences between any subgroups of SDI 8A000 career ladder members. Table 5 strongly supports this, as members across all TICF categories spend nearly identical amounts of time performing in each of the 10 duty headings in the job inventory.

In other words, virtually all respondents spend similar amounts of time performing similar tasks, regardless of TICF, aircraft supported, etc. As a result, it is important to note that any differences discussed in this and subsequent sections of this report are highlighting relatively minor distinctions between these members as they progress in the career ladder—however, the core work performed remains essentially identical for all members.

With this understanding, Table 6 shows the gradual progression of members in this career ladder. As members progress, they tend to perform more tasks and support a wider variety of aircraft. Tables 7-11 list the top tasks performed by respondents within specific TICF groups.

Tables 12-14 highlight the differences between TICF groups. Table 12 compares entry-level members with 1-24 months TICF to those with 25-48 months TICF. As shown, there are no tasks performed exclusively by respondents with 1-24 months TICF. Thus, members with 25-48 months TICF not only perform the same tasks as their 1-24 months TICF counterparts, but also perform additional tasks, most often associated with mission planning.

Table 13 combines all respondents with 1-48 months TICF and compares that group to those members with 49-96 months TICF. Similarly, members with 49-96 months TICF perform the same tasks as their junior counterparts, but additionally perform many tasks associated with training.

Finally, Table 14 shows differences between respondents with 49-96 months TICF and those with 97 or more months TICF. This table indicates that 49-96 months TICF airmen perform more tasks associated with Standardization/Evaluation, Technical Orders, and training than their more senior counterparts. As might be expected, the most senior TICF group (97+ months) members show a higher emphasis on managerial, certification, and administration tasks.

Summary

Progression in the Flight Attendant career ladder is atypical, with members across all TICF groups performing the same tasks within the Flight Attendant Job. Minor distinctions between TICF groups appear as members progress in the career field and perform more tasks “over and above” those associated with their primary job. In general, once members demonstrate proficiency in the performance of their primary flight attendant duties, they begin to perform more mission planning tasks. Continued progress is most often accompanied by an increase in training tasks. Finally, senior SDI 8A000 members focus on more managerial, certification, and administration tasks.

TABLE 5

RELATIVE PERCENT TIME SPENT ON DUTIES BY TICF GROUPS

DUTIES	MONTHS IN CAREER FIELD			
	1-24 Months (N=35)	25-48 Months (N=26)	49-96 Months (N=35)	97+ Months (N=21)
A Performing Mission Planning or Preparation Activities	14	17	16	16
B Performing Meal Activities	27	25	25	23
C Performing Passenger Activities	14	12	12	13
D Performing Aircrew Activities	17	12	11	12
E Performing Standardization and Evaluation (Stan Eval) Activities	--	1	2	3
F Performing General In-Flight Passenger Service Activities	17	16	15	16
G Performing Administrative and Technical Order (TO) System Activities	4	5	6	5
H Performing Management and Supervisory Activities	3	5	5	5
I Performing Training Activities	--	4	5	4
J Operating or Maintaining Vehicles, Equipment, or Supplies	4	3	3	3

TABLE 6

SELECTED BACKGROUND DATA FOR SDI 8A000 TICF GROUP MEMBERS

MONTHS IN CAREER FIELD				
	1-24 Months TICF (N=35)	25-48 Months TICF (N=26)	49-96 Months TICF (N=35)	97+ Months TICF (N=21)
Average number of tasks performed	149	194	207	200
Predominant Paygrade(s)	E-4/5	E-5	E-6	E-6/7
Percent assigned outside CONUS	20%	21%	29%	24%
Common Aircraft Supported	C-32A C-137C C-137B E-4B KC-10	KC-10 C-32A C-137C C-137B C-141	C-9C C-20B/H C-141 KC-10 C-137C	C-137C C-9C C-25A C-32A C-20B/H C-137B VC-25

TABLE 7

REPRESENTATIVE TASKS PERFORMED BY SDI 8A000 PERSONNEL
WITH 1-24 MONTHS TICF

TASKS	PERCENT MEMBERS PERFORMING (N=35)
D0128 Maintain professional equipment	97
D0139 Perform aircraft preflight inspections	97
F0177 Clean galleys	97
A0012 Check V-files, flight crew information files (FCIFs), or flight attendant currencies	97
B0053 Clean trays	97
D0127 Maintain ground currency requirements, such as flight physicals, altitude chamber training, immunizations, or intelligence	94
C0121 Serve beverages, meals, or snacks, other than boxed lunches or bulk issue meals	94
F0172 Clean aircraft cabins	94
B0085 Roll silverware	94
B0064 Prepare beverages	94
B0050 Brew coffee, tea, or hot chocolate	94
C0108 Distribute passenger comfort items	94
A0043 Upload and store mission items on aircraft	91
C0122 Upload or download passenger baggage	91
B0049 Assemble meal trays	91
A0040 Separate or sort food for storage, in accordance with itineraries, including dry, refrigerated, or frozen goods	91
B0087 Secure inflight food preparation, serving, or eating utensils or equipment	91
C0116 Prepare aircraft cabins	91
B0086 Secure galleys	91
D0141 Perform door checks	91
D0137 Perform aircraft en route/thruflight inspections	91
C0119 Secure aircraft cabins	91
C0107 Distribute hot or cold towels or boarding drinks	91
D0142 Perform head counts	91
C0113 Maintain aircraft cabin discipline	91
C0103 Clear emergency exits for takeoffs or landings	91
D0133 Operate interior lighting systems	91

Average Number of Tasks Performed: 149

TABLE 8

REPRESENTATIVE TASKS PERFORMED BY SDI 8A000 PERSONNEL
WITH 25-48 MONTHS TICF

TASKS	PERCENT MEMBERS PERFORMING (N=26)
A0043 Upload and store mission items on aircraft	100
A0040 Separate or sort food for storage, in accordance with itineraries, including dry, refrigerated, or frozen goods	100
C0121 Serve beverages, meals, or snacks, other than boxed lunches or bulk issue meals	100
F0177 Clean galleys	100
F0172 Clean aircraft cabins	100
B0077 Prepare or cook meats, seafood, or poultry	100
B0091 Wash or dry dishes	100
B0080 Prepare or cook sandwiches	100
B0078 Prepare or cook pancakes, french toast, or waffles	100
B0083 Prepare or cook vegetables or fruits	100
C0122 Upload or download passenger baggage	100
B0082 Prepare or cook starches, such as rice or pasta	100
B0079 Prepare or cook salads	100
F0180 Collect money for aircrew meals	100
B0087 Secure inflight food preparation, serving, or eating utensils or equipment	100
B0086 Secure galleys	100
B0085 Roll silverware	100
B0090 Test cooked foods by taste, smell, or thermometer	100
B0073 Prepare or cook eggs	100
C0110 Finalize meal payments for passengers or crew members	100
D0142 Perform head counts	100
B0051 Carve cooked meats, poultry, or seafood for individual servings	100
B0052 Clean dining tables	100
B0064 Prepare beverages	100
D0133 Operate interior lighting systems	100
B0050 Brew coffee, tea, or hot chocolate	100
C0107 Distribute hot or cold towels or boarding drinks	100
C0103 Clear emergency exits for takeoffs or landings	100
A0013 Coordinate aircraft uploading or downloading with fleet service or maintenance personnel	100

Average Number of Tasks Performed: 194

TABLE 9

REPRESENTATIVE TASKS PERFORMED BY SDI 8A000 PERSONNEL
WITH 1-48 MONTHS TICF

TASKS	PERCENT MEMBERS PERFORMING (N=61)
F0177 Clean galleys	98
D0128 Maintain professional equipment	97
D0139 Perform aircraft preflight inspections	97
C0121 Serve beverages, meals, or snacks, other than boxed lunches or bulk issue meals	97
F0172 Clean aircraft cabins	97
B0053 Clean trays	97
B0085 Roll silverware	97
B0064 Prepare beverages	97
B0050 Brew coffee, tea, or hot chocolate	97
D0127 Maintain ground currency requirements, such as flight physicals, altitude chamber training, immunizations, or intelligence	95
A0043 Upload and store mission items on aircraft	95
A0040 Separate or sort food for storage, in accordance with itineraries, including dry, refrigerated, or frozen goods	95
C0122 Upload or download passenger baggage	95
B0087 Secure inflight food preparation, serving, or eating utensils or equipment	95
B0086 Secure galleys	95
D0142 Perform head counts	95
C0107 Distribute hot or cold towels or boarding drinks	95
D0133 Operate interior lighting systems	95
C0103 Clear emergency exits for takeoffs or landings	95
C0108 Distribute passenger comfort items	95
A0012 Check V-files, flight crew information files (FCIFs), or flight attendant currencies	93
D0137 Perform aircraft en route/thruflight inspections	93
C0116 Prepare aircraft cabins	93
C0119 Secure aircraft cabins	93
C0113 Maintain aircraft cabin discipline	93
C0097 Assist passengers or crew members with customs paperwork	93
B0091 Wash or dry dishes	92
C0099 Assist passengers with top-side baggage	92

Average Number of Tasks Performed: 169

TABLE 10

REPRESENTATIVE TASKS PERFORMED BY SDI 8A000 PERSONNEL
WITH 49-96 MONTHS TICF

TASKS	PERCENT MEMBERS PERFORMING (N=35)
F0177 Clean galleys	100
A0040 Separate or sort food for storage, in accordance with itineraries, including dry, refrigerated, or frozen goods	100
F0174 Clean aircraft lavatories	100
B0091 Wash or dry dishes	100
F0172 Clean aircraft cabins	100
C0121 Serve beverages, meals, or snacks, other than boxed lunches or bulk issue meals	100
B0077 Prepare or cook meats, seafood, or poultry	100
A0032 Prepare itemized shopping lists	100
B0082 Prepare or cook starches, such as rice or pasta	100
D0137 Perform aircraft en route/thruflight inspections	100
B0085 Roll silverware	100
B0083 Prepare or cook vegetables or fruits	100
B0079 Prepare or cook salads	100
B0053 Clean trays	100
B0049 Assemble meal trays	100
B0087 Secure inflight food preparation, serving, or eating utensils or equipment	100
B0080 Prepare or cook sandwiches	100
B0057 Fold hand towels or linen napkins	100
B0086 Secure galleys	100
C0108 Distribute passenger comfort items	100
B0070 Prepare garnishes	100
B0088 Set up table services	100
D0128 Maintain professional equipment	100
B0064 Prepare beverages	100
B0052 Clean dining tables	100
C0107 Distribute hot or cold towels or boarding drinks	100
B0054 Clear table services	100
C0101 Brief passengers on flying times, delays, or weather conditions	100
B0063 Place prepared food items in storage	100
B0090 Test cooked foods by taste, smell, or thermometer	100
D0133 Operate interior lighting systems	100

Average Number of Tasks Performed: 207

TABLE 11

REPRESENTATIVE TASKS PERFORMED BY SDI 8A000 PERSONNEL
WITH 97+ MONTHS TICF

TASKS		PERCENT MEMBERS PERFORMING (N=21)
D0127	Maintain ground currency requirements, such as flight physicals, altitude chamber training, immunizations, or intelligence	100
F0212	Purchase food or beverages for missions en route	100
F0172	Clean aircraft cabins	100
F0174	Clean aircraft lavatories	100
C0119	Secure aircraft cabins	100
C0116	Prepare aircraft cabins	100
C0113	Maintain aircraft cabin discipline	100
D0126	Maintain flight currency, such as proficiency sorties or evaluations	100
A0043	Upload and store mission items on aircraft	100
C0115	Monitor cabin temperatures	100
F0196	Load or install fleet service supplies or equipment on aircraft	100
D0133	Operate interior lighting systems	100
B0059	Inventory linen used on aircraft	100
B0053	Clean trays	100
F0180	Collect money for aircrew meals	100
C0108	Distribute passenger comfort items	100
C0099	Assist passengers with top-side baggage	100
B0057	Fold hand towels or linen napkins	100
F0202	Operate doors	100
C0107	Distribute hot or cold towels or boarding drinks	100
C0122	Upload or download passenger baggage	100
C0101	Brief passengers on flying times, delays, or weather conditions	100
F0189	Escort customs inspectors	100
C0114	Make up beds or bunks	100
A0036	Purchase food or beverages for missions, other than en route	95
C0121	Serve beverages, meals, or snacks, other than boxed lunches or bulk issue meals	95
F0195	Inventory fleet service equipment or supplies on aircraft	95
F0177	Clean galleys	95
A0040	Separate or sort food for storage, in accordance with itineraries, including dry, refrigerated, or frozen goods	95

Average Number of Tasks Performed: 200

TABLE 12

SDI 8A000 TASKS WHICH BEST DIFFERENTIATE BETWEEN MEMBERS WITH
1-24 MONTHS T1CF AND MEMBERS WITH 25-48 MONTHS T1CF
(PERCENT MEMBERS PERFORMING)

TASKS	1-24 MONTHS (N=35)	25-48 MONTHS (N=26)	DIFF
[No tasks were performed by 20 percent more DSDI 8A000 members with 1-24 months T1CF]			
A0009	34.29	92.31	-58.02
A0010	42.86	96.15	-53.30
A0007	22.86	73.08	-50.22
G0252	42.86	92.31	-49.45
G0251	37.14	84.62	-47.47
A0019	42.86	84.62	-41.76
H0303	8.57	50.00	-41.43
I0313	5.71	46.15	-40.44
I0316	5.71	46.15	-40.44
A0011	60.00	100.00	-40.00
A0013	60.00	100.00	-40.00
G0247	37.14	76.92	-39.78
I0312	2.86	42.31	-39.45
A0001	54.29	92.31	-38.02
B0075	62.86	100.00	-37.14
F0184	40.00	76.92	-36.92
Assign flight attendants to positions or duties			
Brief assigned flight attendant crew members			
Acquire specialized kits or cage items			
Prepare passenger lists (AF Forms 96, Passenger Manifest)			
Prepare mission packages			
Coordinate itinerary changes with aircraft commanders or POCs			
Write recommendations for awards or decorations			
Conduct inflight on-the-job training (OJT)			
Counsel trainees on training progress			
Brief meal schedules at crew briefs			
Coordinate aircraft uploading or downloading with fleet service or maintenance personnel			
Prepare cash collection voucher forms (AMC Forms 410, Mission Expense Record)			
Conduct ground training			
Acquire alcohol kits or funds			
Prepare or cook hot cereals, such as oatmeal or cornmeal			
Confer with crew members or aircraft commanders on baggage loading operations			

TABLE 13

SDI 8A000 TASKS WHICH BEST DIFFERENTIATE BETWEEN MEMBERS WITH
1-48 MONTHS T1CF AND MEMBERS WITH 49-96 MONTHS T1CF
(PERCENT MEMBERS PERFORMING)

TASKS	1-48 MONTHS (N=61)	49-96 MONTHS (N=35)	DIFF
[No tasks were performed by 20 percent more DSDI 8A000 members with 1-48 months T1CF]			
I0312	19.67	80.00	-60.33
I0313	22.95	80.00	-57.05
I0324	9.84	60.00	-50.16
I0317	18.03	65.71	-47.68
B0060	32.79	77.14	-44.36
I0316	22.95	65.71	-42.76
I0321	14.75	51.43	-36.67
I0319	14.75	51.43	-36.67
F0209	26.23	62.86	-36.63
I0325	9.84	45.71	-35.88
I0320	8.20	42.86	-34.66
I0314	14.75	48.57	-33.82
J0351	50.82	82.86	-32.04
A0031	31.15	62.86	-31.71
A0026	65.57	97.14	-31.57
I0309	18.03	48.57	-30.54
F0186	32.79	62.86	-30.07

TABLE 14

SDI 8A000 TASKS WHICH BEST DIFFERENTIATE BETWEEN MEMBERS WITH
 49-96 MONTHS TICF AND MEMBERS WITH 97+ MONTHS TICF
 (PERCENT MEMBERS PERFORMING)

TASKS		49-96 MONTHS (N=35)	97+ MONTHS (N=21)	DIFF
F0181	Collect money for passenger meals	85.71	47.62	38.10
F0215	Remove or dispose of waste materials, other than international waste materials	82.86	52.38	30.48
G0250	Prepare menu or seating cards	94.29	66.67	27.62
F0190	Fill fresh water tanks or containers	65.71	38.10	27.62
I0321	Develop or procure training materials or aids	51.43	23.81	27.62
G0235	Issue TOs or associated directives	25.71	.00	25.71
G0252	Prepare passenger lists (AF Forms 96, Passenger Manifest)	71.43	47.62	23.81
G0254	Review customer satisfaction report forms	42.86	19.05	23.81
I0311	Conduct formal course classroom training	37.14	14.29	22.86
A0015	Coordinate canine inspections with security forces	51.43	28.57	22.86
I0319	Develop training programs, plans, or procedures	51.43	28.57	22.86
G0225	Dispose of classified records or reports	8.57	38.10	-29.52
F0211	Prepare requests for additions, deletions, or adjustments to mission requirements	34.29	57.14	-22.86
D0143	Perform manifold checks	20.00	42.86	-22.86
F0170	Certify costs of additional en route expenses incurred	45.71	66.67	-20.95
E0152	Administer or score standardization and evaluation (Stan Eval) tests	31.43	52.38	-20.95
F0169	Certify contractor invoices	8.57	28.57	-20.00
F0209	Prepare mission setup sheets	62.86	80.95	-18.10
A0039	Review official travel orders for accuracy and completeness	34.29	52.38	-18.10
F0210	Prepare permit to proceed forms	25.71	42.86	-17.14
A0035	Purchase fleet items	54.29	71.43	-17.14

TRAINING ANALYSIS

Occupational survey data are one of many sources of information which can be used to assist in the development of training programs. At times, it may be beneficial to examine airmen at various points in their career. For the reasons discussed in the previous section of this report, the primary method of categorizing SDI 8A000 survey respondents is by their respective Time in Career Field (TICF).

As such, one can evaluate training by examining percentages of AD first-job (1-24 months TICF) or first-assignment (1-48 months TICF) members performing specific tasks, as well as TE and TD ratings (previously explained in the **SURVEY METHODOLOGY** section).

Training Emphasis (TE) and Task Difficulty (TD) Data

TE and TD data are secondary factors that can assist technical school personnel in deciding which tasks should be emphasized in entry-level training. These ratings, based on the judgments of senior career ladder Non-Commissioned Officers (NCOs) working at operational units in the field, are collected to provide training personnel with a rank-ordering of those tasks in the JI considered important for first-assignment personnel training.

Tasks having the highest TE ratings for first-assignment SDI 8A000 personnel are listed in Table 15. Included for each task are (a) the percentage of 1-24 months TICF personnel performing, (b) the percentage of 1-48 months TICF personnel performing, and (c) the TD rating. As shown, many of these tasks deal with food preparation/purchase and emergency procedures. Nearly all tasks with high TE ratings have correspondingly high percentages of entry-level members performing these tasks.

Table 16 lists the tasks with the highest TD ratings. Included for each task are (a) the percentage of 1-24 months TICF personnel performing, (b) the percentage of 1-48 months TICF personnel performing, and (c) the TE rating. Many of the tasks with high TD ratings are related to management and supervision. As a result, there are very low percentages of entry-level SDI 8A000 members performing these tasks.

Automated Training Indicator (ATI) Data

When TE and TD data are combined with percentages of first-assignment personnel performing tasks, comparisons can then be made to determine if training adjustments are necessary. For example, tasks receiving high ratings on both task factors, accompanied by moderate to high percentages performing, may warrant resident training. Those tasks receiving high task factor ratings, but low percentages performing, may be more appropriately planned for OJT programs within the career ladder. Low task factor ratings may highlight tasks best omitted from training for first-assignment personnel, but this decision must be weighed against percentages of personnel performing the tasks, command concerns, and criticality of the tasks.

To assist technical school personnel, AFOMS has developed a computer program that incorporates these secondary factors and the percentage of first-assignment personnel performing each task to produce an Automated Training Indicator (ATI) for each task. These indicators range from "1" (very low training importance) to "18" (very high training importance), and correspond to training decisions listed and defined in the Training Decision Logic Table found in Attachment 2, AETCI 36-2601. ATI ratings allow course development personnel to quickly focus their attention on tasks which are most likely to qualify for initial resident course consideration.

Various lists of tasks, accompanied by TE and TD ratings, and where appropriate, ATI information, are contained in the **TRAINING EXTRACT** package and should be reviewed in detail by training school personnel. (For a more detailed explanation of ATI ratings, see Task Factor Administration in the **SURVEY METHODOLOGY** section of this report.)

Table 17 shows the tasks with the highest ATI ratings for this career ladder. ATI ratings of "18" indicate tasks which have extremely high training importance. In most instances, ATI ratings of "18" should be taught to both the knowledge and performance levels in a resident training setting. As shown, many of the tasks with high ATI ratings deal directly with food purchase/preparation, as well as emergency procedures.

TABLE 15

TASKS RATED HIGHEST IN TRAINING EMPHASIS

TASKS	TNG EMP	PERCENT MEMBERS PERFORMING			TASK DIFF
		1-24	1-48		
		Months (N=35)	Months (N=61)		
A0036	6.73	83	89	5.55	
A0032	6.67	71	82	6.03	
D0151	6.40	89	87	5.69	
D0147	6.40	69	80	5.91	
C0119	6.27	91	93	4.49	
D0123	6.27	80	87	5.16	
B0077	6.27	77	87	5.75	
D0146	6.20	77	79	5.79	
B0073	6.20	74	85	4.62	
B0082	6.13	80	89	5.14	
B0080	6.13	80	89	4.53	
A0040	6.07	91	95	5.57	
B0083	6.07	80	89	4.91	
B0078	6.07	69	82	5.33	
D0145	6.00	80	82	5.79	
B0087	5.93	91	95	3.99	
C0118	5.93	86	85	5.41	

NOTE 1: Mean TE Rating is 3.13, and Standard Deviation is 1.63 (High TE = 4.76)

NOTE 2: Average TD Rating is 5.00, and Standard Deviation is 1.00

TABLE 15 (CONTINUED)

TASKS RATED HIGHEST IN TRAINING EMPHASIS

TASKS	TNG EMP	PERCENT MEMBERS PERFORMING		TASK DIFF
		1-24 Months (N=35)	1-48 Months (N=61)	
F0177	5.87	97	98	4.42
A0043	5.87	91	95	5.42
B0051	5.87	77	87	4.73
D0132	5.87	60	64	5.20
D0148	5.87	57	66	6.10
A0009	5.87	34	59	5.05
D0139	5.80	97	97	5.38
D0124	5.80	80	84	4.88
A0028	5.80	74	82	6.14
D0130	5.80	71	77	5.02
B0072	5.80	66	75	4.71
F0202	5.73	74	80	5.14
C0113	5.67	91	93	4.46
D0137	5.67	91	93	4.82
B0086	5.67	91	95	3.97
D0144	5.67	69	77	5.61
C0121	5.60	94	97	4.25
B0061	5.60	69	80	5.15
A0020	5.60	60	74	4.87
B0071	5.53	80	87	4.91

NOTE 1: Mean TE Rating is 3.13, and Standard Deviation is 1.63 (High TE = 4.76)

NOTE 2: Average TD Rating is 5.00, and Standard Deviation is 1.00

TABLE 16

TASKS RATED HIGHEST IN TASK DIFFICULTY

TASKS	TASK DIFF	PERCENT MEMBERS PERFORMING			TNG EMP
		1-24	1-48		
		Months (N=35)	Months (N=61)		
H0305	Write staff studies, surveys, or routine reports, other than training or inspection reports	3	8	1.47	
I0320	Develop written tests	0	8	2.40	
H0301	Write inspection reports	0	3	1.27	
E0159	Establish Stan Eval standards	0	7	2.27	
H0292	Investigate accidents or incidents	0	2	1.80	
H0303	Write recommendations for awards or decorations	9	26	3.07	
H0302	Write job or position descriptions	6	13	1.93	
I0329	Prepare qualification standards	3	5	2.27	
I0330	Write training reports	3	11	2.07	
H0306	Write or indorse military performance reports	26	38	3.20	
H0278	Draft supplements or changes to publications, such as policy directives, instructions, or manuals	9	11	1.47	
E0157	Develop or maintain Stan Eval tests	0	7	2.00	
I0318	Develop formal course curricula, plans of instruction (POIs), or specialty training standards (STSs)	3	10	2.60	
H0297	Review budget requirements	3	5	1.53	
H0304	Write replies to inspection reports	0	5	1.47	
I0328	Personalize lesson plans	3	16	2.60	
I0323	Evaluate effectiveness of training programs, plans, or procedures	3	10	2.33	

NOTE 1: Average TD Rating is 5.00, and Standard Deviation is 1.00

NOTE 2: Mean TE Rating is 3.13, and Standard Deviation is 1.63 (High TE = 4.76)

TABLE 16 (CONTINUED)

TASKS RATED HIGHEST IN TASK DIFFICULTY

TASKS	TASK DIFF	PERCENT MEMBERS PERFORMING			TNG EMP
		1-24 Months (N=35)	1-48 Months (N=61)		
H0298	Review drafts of supplements or changes to directives, such as policy directives, instructions, or manuals	6	13		1.47
H0279	Establish organizational policies, such as operating instructions (OIs) or standard operating procedures (SOPs)	11	15		1.73
H0295	Plan layouts of facilities	0	2		1.07
H0282	Evaluate inspection report findings or inspection procedures	3	8		1.33
E0162	Perform spot evaluations	3	8		2.00
I0321	Develop or procure training materials or aids	3	15		2.13
E0161	Perform no-notice evaluations	3	8		2.07
I0311	Conduct formal course classroom training	0	11		3.20
I0319	Develop training programs, plans, or procedures	3	15		3.27
E0158	Develop, review, or update Stan Eval policies or procedures	0	7		2.53
H0283	Evaluate job hazards or compliance with Air Force Occupational Safety and Health (AFOSH) programs	9	13		2.07
E0156	Conduct Stan Eval evaluations	0	7		1.87
H0287	Implement safety or security programs	6	13		1.73
H0284	Evaluate maintenance or utilization of equipment, tools, parts, supplies, or workspaces	17	16		1.33
H0291	Interview flight attendant applicants	3	15		1.73
J0334	Develop equipment checklists	11	11		1.53

NOTE 1: Average TD Rating is 5.00, and Standard Deviation is 1.00

NOTE 2: Mean TE Rating is 3.13, and Standard Deviation is 1.63 (High TE = 4.76)

TABLE 17

TASKS WITH THE HIGHEST AUTOMATED TRAINING INDICATOR (ATI) RATINGS

TASKS	1-48 Mos PMP (N=61)	TNG EMP	TASK DIFF	ATI
A0036	89	6.73	5.55	18
A0032	82	6.67	6.03	18
D0147	80	6.40	5.91	18
D0151	87	6.40	5.69	18
B0077	87	6.27	5.75	18
D0123	87	6.27	5.16	18
C0119	93	6.27	4.49	18
D0146	79	6.20	5.79	18
B0073	85	6.20	4.62	18
B0082	89	6.13	5.14	18
B0080	89	6.13	4.53	18
B0078	82	6.07	5.33	18
B0083	89	6.07	4.91	18
A0040	95	6.07	5.57	18
D0145	82	6.00	5.79	18
C0118	85	5.93	5.41	18
D0148	66	5.87	6.10	18
F0177	98	5.87	4.42	18
D0132	64	5.87	5.20	18
A0009	59	5.87	5.05	18
A0043	95	5.87	5.42	18
B0051	87	5.87	4.73	18

NOTE 1: ATI Ratings range from 1 (very low training importance) to 18 (very high training importance)

NOTE 2: Mean TE Rating is 3.13, Average TD Rating is 5.00

JOB SATISFACTION ANALYSIS

An examination of the job satisfaction indicators of various groups can give career ladder managers a better understanding of some of the factors which may affect the job performance of airmen in the career ladder. Attitude questions covering job interest, perceived utilization of talents and training, sense of accomplishment from work, and reenlistment intentions were included to provide indications of job satisfaction.

Table 18 presents job satisfaction data for SDI 8A000 TICF groups. Respondents across all TICF groups had very high ratings for all job satisfaction indicators.

TABLE 18

SDI 8A000 JOB SATISFACTION INDICATORS BY TICF GROUPS (PERCENT MEMBERS RESPONDING)

	1-48 Months (N=61)	49-96 Months (N=35)	97+ Months (N=21)
<u>EXPRESSED JOB INTEREST</u>			
INTERESTING	93	94	100
SO-SO	7	6	0
DULL	0	0	0
<u>PERCEIVED UTILIZATION OF TALENTS</u>			
FAIRLY WELL TO PERFECTLY	92	94	95
LITTLE OR NOT AT ALL	8	6	5
<u>PERCEIVED UTILIZATION OF TRAINING</u>			
FAIRLY WELL TO PERFECTLY	89	100	90
LITTLE OR NOT AT ALL	11	0	10
<u>SENSE OF ACCOMPLISHMENT GAINED FROM WORK</u>			
SATISFIED	80	83	90
NEUTRAL	15	11	5
DISSATISFIED	5	6	5
<u>REENLISTMENT INTENTIONS</u>			
YES, OR PROBABLY YES	79	57	57
NO, OR PROBABLY NO	8	11	0
PLAN TO RETIRE	13	31	43

IMPLICATIONS

This survey was initiated to provide current job and task data for use in evaluating career ladder structure, AFMAN 36-2108, *Airman Classification* specialty descriptions, and appropriate training procedures. Survey results indicate the present classification structure, as described in the latest specialty description, accurately portrays the work performed in this career ladder.

Career Ladder Progression: The career ladder progression for SDI 8A000 members is atypical, with members from all skill levels performing essentially the same tasks associated with the Flight Attendant Job. As members progress, they tend to perform additional tasks, with an increased focus on mission planning, training, and administration.

Training: There are no formal resident training programs for members in the SDI 8A000 career ladder (apart from the Enlisted Aircrew Undergraduate Course at Sheppard AFB TX). Most follow-on training is conducted by respective MAJCOM or base OJT programs. Any future Flight Attendant training should incorporate tasks identified in the **TRAINING ANALYSIS** section of this report, specifically those tasks with high TE and ATI ratings.

Job Satisfaction: Job satisfaction indicators are extremely high for SDI 8A000 members across all TICF groups.